



Foreword

It is important for us as a company that we are always considered a professional and responsible partner for all our customers as well as their customers (end users). This is achieved, among other things, through well-informed and competent employees, as well as external drivers.

This handbook is intended as a tool for all external and new Alex Andersen Ølund drivers. However, it may also contain information that drivers with more experience may find useful.

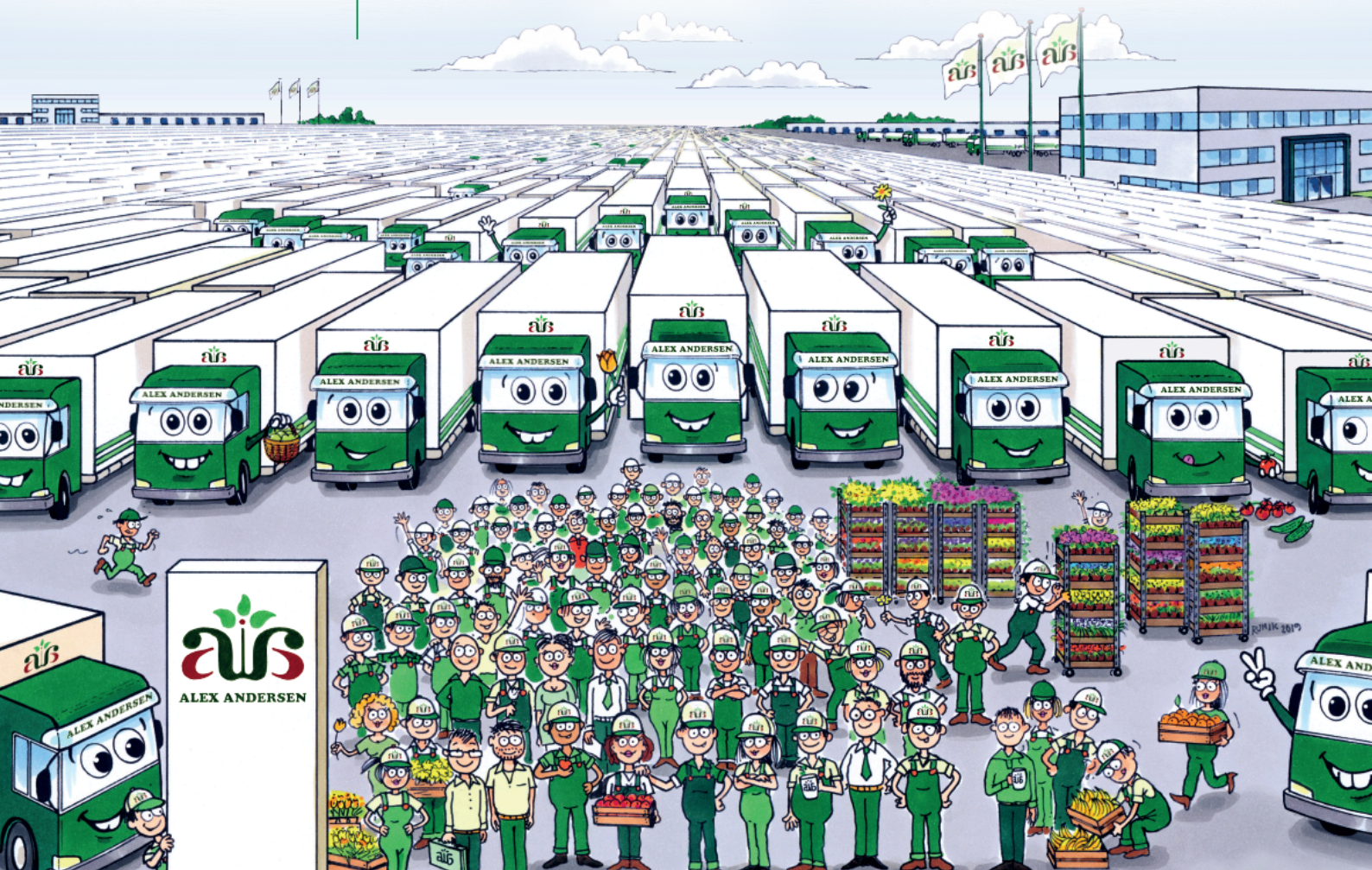
Please read the handbook thoroughly before starting your first trip. If any questions arise during your trip, use it as a reference. If you have questions that are not answered in the handbook, or if you are still uncertain, please call the dispatcher responsible for your trip.

Remember! It is better to ask once too many than once too few.

Have a great trip
The Anderson Family

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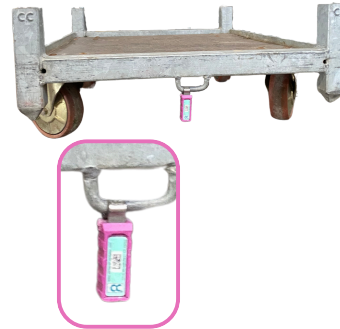
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Packaging - Containers



T6 CC
Container **WITH** YELLOW RFID Chip and **WITH** CC metalplate.



RFID 1/2CC
- 1/2 container **WITH** PURPLE RFID Chip and RED wheels.



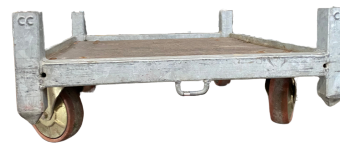
Shelves
- Fits T6 CC, CC og DC.



1/2 Shelves
- Fits 1/2CC "CC" printed on the gable.



CC
- Container **WITHOUT** YELLOW RFID Chip but **WITH** CC metalplate and Green/Red RFID chip



1/2CC
- 1/2 container **WITHOUT** LILLA RFID Chip, but **WITH** RED wheels.



DC
- Container **WITHOUT** RFID Chip and **WITHOUT** metalplate.



DS 1/2CC
- 1/2 container **WITHOUT** PURPLE RFID Chip, but **WITH** BLUE wheels.



DS 1/2 Shelves
- Fits DS 1/2CC "D17" printed on the gable



Extensions (Metal)

- Extension pieces for the 4 posts. We do not distinguish between short and long. Plastic extensions should not be registered.



Posts

- Corner posts with 30 Holes for shelves. Make sure 4 follows every Container. (Do not register these)

Packaging - Pallets



EUPL (Wood)

- Pallet
800 x 1200 mm.



1/2 PLL (Wood)

- Pallet
800 x 600 mm.



1/4 PLL (Wood)

- Pallet
400 x 600 mm.



1/4 PLL (Plastic)

- Pallet
400 x 600 mm.

One-way PLL.

Pallets different from the 4 types mentioned.

If the delivery note states that a pallet is **NOT** to be exchanged, it is a one-way pallet. A one-way pallet is also a pallet that does **NOT** have EUR/EPAL (EUPL) marked on it.

Exchange of pallets

As a general rule, pallets must always be exchanged on a one-to-one basis and for a pallet in the same condition as the one delivered. Check the delivery note to see if a pallet needs to be exchanged or not. If a pallet turns out to be defective, it is important that you note where the defective pallet came from, so the customer can be credited.

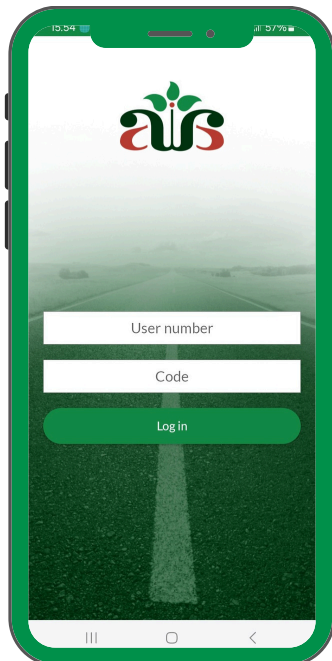
CMR

As a driver, you must always ensure that the recipient signs the CMR. You should always take a picture of the signed document in the app when the sender's CMR is required.

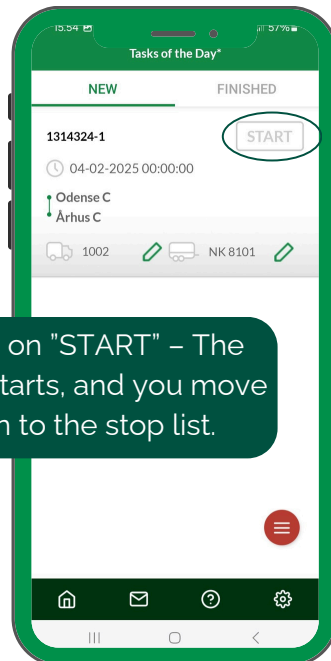
If we cannot present a signed CMR, we risk losing payment for the transportation.

Drivers app

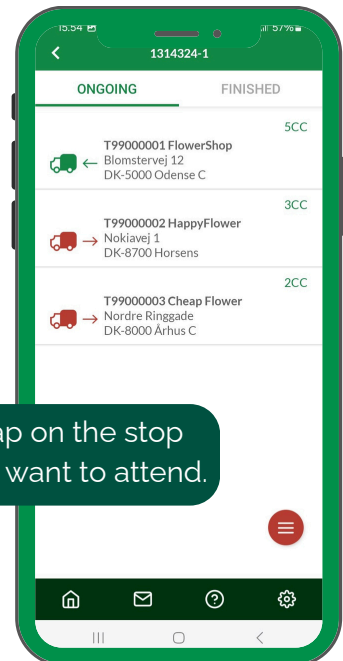
Log in...



Trip overview



Stops on the trip



Use the app during the trip

When you enter information in the app, it **MUST** be done while you are at the customer.

- ✿ This way, the customer will receive the receipt immediately after delivery/collection.
- ✿ The receipt's date will be correct!
- ✿ The entries and positions sent to the office will be accurate.

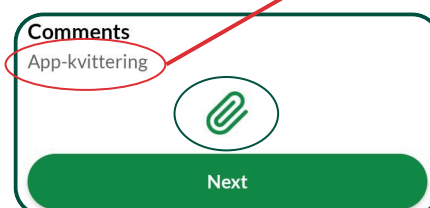
Freight

Here, you need to determine the actual quantity and unit type for freight settlement.

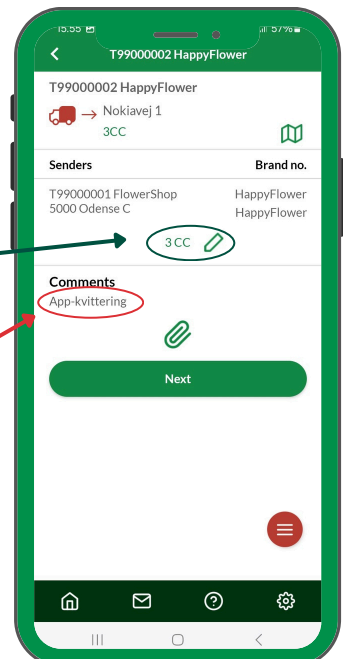
- ✿ It is **ONLY** the freight and **NOT** the packaging that you register here.
- ✿ You can change the freight quantity and, if applicable, the type for each order by clicking on the pencil.

Keep an eye on the **Comments**:

- ✿ Whether the customer wants an app receipt.
- ✿ Instructions and any attached file.



Freight units and amounts



Packaging registration

When entering information in the app, it **MUST** be done while you are at the customer.

- Here, you must specify the quantity based on the correct type you are unloading or loading.
- If the packaging is pre-added, the quantity must be checked.
- It is **ONLY** the packaging and **NOT** the actual freight quantity that you enter here.

Loading

Unloading

Comments

For each stop, you can add a comment and pictures.

- Add a comment about, for example, damage to packaging, goods, pickup, or delivery if it could lead to a complaint.
- The comment is added to the customer's receipt and will also be visible to the office.
- If you are in any doubt about whether something is relevant, take a picture and add a comment just to be safe.

The receipt is sent when you tap on **Done**.

Customer signature

ONLY the customer may sign.

- Press the **Tap to sign** box where the customer must sign.
- A paper receipt must not be created if the customer requests an app receipt.
- Outside opening hours, or if no staff is present, you must select 'No one present' or 'Night delivery' as the reason for the missing signature.
- For a paper receipt, select 'No one present' in the app.

Empty packaging - return

For unloading orders, you must register whether you are taking empty packaging back.



As a general rule, you must **ALWAYS** take empty goods back, unless there is none, or you have been informed otherwise by the office.



If you do not return empty packaging, you must register the reason.



If you are returning empty packaging, you must enter the packaging details above, in the boxes for **loading**.

Kode	T6 CC	HYLDER	FORL.
	3	15	12
	3	15	12

Balance on truck

By tapping on **the red circle** at the bottom of the overview, you can view the balance on the truck, as well as what has been registered at each stop.

Add new stop

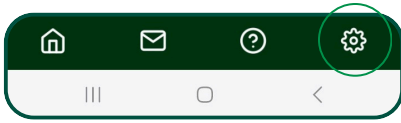
You can also manually add a new stop to the trip.

Select from the list or enter the customer number for the address you wish to add.

The balance on the truck can automatically be added to the new stop.

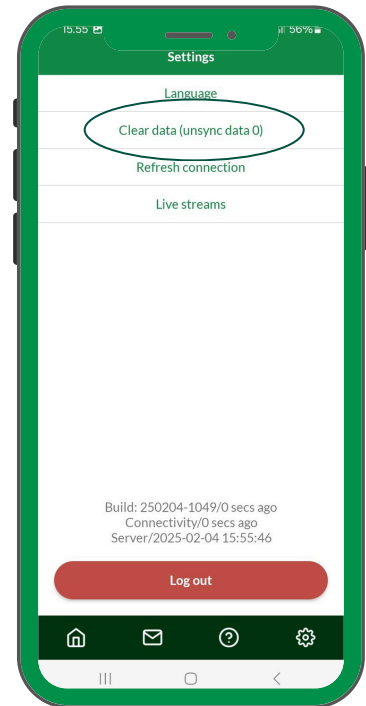
Data synchronization

The last thing you do when you finish your trip, is to tap the **gear** icon in the navigation bar at the bottom of the app.



Here, you need to check if the data you have entered during your trip has been sent to the office and the customer.

- ✿ Check if unsync data is 0 (**unsync data 0**)
- ✿ If unsync data is not 0, do NOT tap on it.
- ✿ If unsync data shows a number other than 0, you should start by checking your internet connection. If you are not connected to the internet, the app will not be able to sync the data.
- ✿ The app will update when you tap the gear icon again.
- ✿ Log out only when unsync data is 0.



Video guides

When using the app, it is important to remember these six points:

- 1** **Always use the app** while you are at the stop! This way, the customer receives the receipt on time, and we get the correct unloading time.
- 2** **Verify** that the number of freight units matches your counting and the type of freight unit. Correct any inconsistencies.
- 3** Count **thoroughly** and carefully type the number and types of packaging when loading and unloading at the customer's location. Note the arrows on the truck icons to help you select the correct column.
- 4** Check under comments if '**App receipt**' is mentioned. If yes, the customer does not need a paper receipt. They will automatically receive one via email. If no, the customer requires a paper receipt. The app still needs to be filled out.
- 5** **Never** sign on behalf of the customer. Find an employee. Outside opening hours, select 'no one present' or 'night delivery' as the reason for the missing customer signature.
- 6** Before logging out, ensure that 'unsync data' = 0. Update by tapping the gear icon if it is not at 0. **Only log out when sync is at 0**; otherwise, the data will not be sent to the office.

Scan the QR code on your phone to watch video guides on how to use the app, as well as a walkthrough of the packaging!



Drivers report: Created by the office

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Drivers report: To be filled out by the driver

To be filled out on export trips



Vognmand **ALEX ANDERSEN** Ølund A/S
Logistikvej 25A · 5250 Odense SV · Tlf. 66 18 81 97 · Fax 66 18 72 17

Lon nr.: **9999**
Chauffør: **Magnus Uggla**
Trailer/Byt trailer: **NK 8101**

Tur nr.: **1314324**
Flower nr.: **1002**

☒ 1 mand ☐ 2 mand

Kørselsrapport **627701**

Rute	Dato	Ank. kl.	Afg. kl.	Speed-km	Cont. udlev.	Hyld. udlev.	Forlæg. udlev.	Paller udlev.	Cont. retur	Hyld. retur	Forlæg. retur	Paller retur	Bemærkninger:
Arbejdets start kl.:													
Kundenr.													
T99000001 FlowerShop	5-2-25	11.10	11.35	3540					5	25	20		
T99000002 HappyFlower	5-2-25	13.15	14.00	3609	3	15	12		3	15	12		
T99000003 Cheap Flower	5-2-25	15.05	15.40	3660	2	10	8		2	10	8		
100 Alex Andersen Ølund	5-2-25	17.45	18.00	3810	5	25	20						Speed. ved hjemk.: 3810
													Speed. ved afg.: 3530
													Kilometer i alt: 280
													Eksporttimer: á kr. Kr.
													Rejsegodtgørelse: á kr. Kr.
													Kilometer: á kr. Kr.
													Tillæg lør/son- & helligdage Fra lør kl. 18.00 til søn kl. 20.00: á kr. Kr.
													Normaltimer: á kr. Kr.
													Aflæsninger : á kr. Kr.
													Pakket CC: á kr. Kr.
													Løn ialt Kr.

Enter customer, date, time, and kilometers

Enter every unloaded packaging amounts and units

Enter every loaded packaging amounts and units

Valuta	Antal bilag	Mont-sort	Antal bilag	Mont-sort	Antal bilag	Mont-sort	Valutaseedel nr.
Modtaget valuta							
Udgifter i alt Montsort:							
I alt Dkr.:							

Dato/år: **5-2-25**

Underskrift: **M.U.**

MacroPrint, Tlf. 65 14 27 70

To be filled out for domestic driving in Denmark

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Paper receipt: Loading



ALEX ANDERSEN Ølund A/S

CONTAINER:	KVITTERING	QUITTUNG	RECEIPT
Afhentnings-/leveringsadresse HappyFlower Nokiavej 1 DK-8700 Horsens		Dato: 05/02/25	Kundenr T99000002
		Turnr: 1314324	Deltturnr. 1
Emballage afregningskunde HappyFlower Nokiavej 1 DK-8700 Horsens		Trailer/bil: NK 8101	
		Trækker: BB 44779	DK6715300
Emballagetype Nr. Navn	Saldo pr: - Saldo i Deres favor + Saldo i Vores favor	Udleveret fra AA  →	Retur til AA ← 

T6 CC	1		3
HYLDER	4		15
FORL.			12
RFID CC (GRØN)			
CC (RØD)			
½RFID CC			
½HYLDE			
½CC			
DS ½CC			
DS ½HYLDE			
EUPL			

Containere / paller kom ikke med retur fordi / Containern/ Paletten kommt nicht zurück weil /
Container / pallets did not be returned because:

- ☐ Ingen cont. tilstede / Keine Container zu hausen / No container at place
- ☐ Ifølge aftale med / Nach Beschreibung mit / After order from:
- ☐ Ikke plads p.g.a. / Kein platz / No space because of:
- ☐ Andet / Andere gründe / Others:

For modtagelsen og rigtigheden af ovenstående kvitteres:

Für den Empfang und als Besätigung der obigen Angaben wird quittiert:
Pour reception et acceptation:
For reception and confirmation of the above please sign:

Dato og tid
Datum und Zeit
Date et heure
Date and Time:

5 / 2²⁰ 25 | 13 : 47

Underskrift chauffør:
Fahrerunterschrift
Signature de chauffeur
Driver's signature

M.U.

Underskrift kunde:
Kundenunterschrift
Signature du client
Customer's signature

Customer

Alle felter markeret med rødt SKAL udfyldes!

Papir receipt: Unloading



ALEX ANDERSEN Ølund A/S

CONTAINER:	KVITTERING	QUITTUNG	RECEIPT
Afhentnings-/leveringsadresse HappyFlower Nokiavej 1 DK-8700 Horsens		Dato: 05/02/25 Turnr: 1314324 Trailer/bil: NK 8101 Trækker: BB 44779	Kundenr T99000002 Deltturnr. 1 DK6715300
Emballage afregningskunde HappyFlower Nokiavej 1 DK-8700 Horsens			
Emballagetype Nr. Navn	Saldo pr: - Saldo i Deres favor + Saldo i Vores favor	Udleveret fra AA  →	Retur til AA  ←

T6 CC	1	3	
HYLDER	4	15	
FORL.		12	
RFID CC (GRØN)			
CC (RØD)			
½RFID CC			
½HYLDE			
½CC			
DS ½CC			
DS ½HYLDE			
EUPL			

Containere / paller kom ikke med retur fordi / Containern/ Paletten kommt nicht zurück weil /
Container / pallets did not be returned because:

- ☒ Ingen cont. tilstede / Keine Container zu hausen / No container at place
☐ Ifølge aftale med / Nach Beschreibung mit / After order from:
☐ Ikke plads p.g.a. / Kein platz / No space because of:
☐ Andet / Andere gründe / Others:

For modtagelsen og rigtigheden af ovenstående kvitteres:

Für den Empfang und als Besätigung der obigen Angaben wird quittiert:
Pour reception et acceptation:
For reception and confirmation of the above please sign:

Dato og tid
Datum und Zeit
Date et heure
Date and Time:

5 / 2 25 | 13 : 48

Underskrift chauffør:
Fahrerunterschrift
Signature de chauffeur
Driver's signature

M.U.

Underskrift kunde:
Kundenunterschrift
Signature du client
Customer's signature

Customer

Alle felter markeret med rødt SKAL udfyldes!

Delivery Note: Cool Logistics

Pallets/other goods than flowers.



Kopi til afsender

Afhentningssted Storøhage Kartofler ApS (790441) Aspagaardsvej 10 DK 4534 Hørve		Afh. dato: 05-02-25 Fra-Til: 16:00-16:00	Side 1											
Afsender Storøhage Kartofler ApS (790441)		Ordregiver 423430 Storøhage Kartofler A/S Storøhagevej 17 4540 Fårevejle												
Leveringssted H & P Frugtimport A/S Vidtskuevej 20 DK 7100 Vejle		Lev. dato: 06-02-25 Fra-Til:	Fragtbrev  DK2502053106-6865806											
Modtager H & P Frugtimport A/S		Ref:												
Emballage bemærkninger		Spec instruktioner												
<table border="1"> <thead> <tr> <th>Paller</th> <th>Byttepaller</th> <th>Nej</th> </tr> </thead> <tbody> <tr> <td>1/1 1/2 1/4</td> <td>Ja</td> <td></td> </tr> <tr> <td>10/12 8</td> <td>X</td> <td></td> </tr> </tbody> </table>		Paller	Byttepaller	Nej	1/1 1/2 1/4	Ja		10/12 8	X		<table border="1"> <thead> <tr> <th>Manglendebyttepaller</th> </tr> </thead> <tbody> <tr> <td>1/1 1/2 1/4</td> </tr> </tbody> </table>		Manglendebyttepaller	1/1 1/2 1/4
Paller	Byttepaller	Nej												
1/1 1/2 1/4	Ja													
10/12 8	X													
Manglendebyttepaller														
1/1 1/2 1/4														
Bånd		Kvittering												
Chauffør	Bil:	Trailer:												

Always correct when there is a change in the packaging quantity.

Consider and note exchange pallets.

Always correct when there is a change in base plates.

Always sign the delivery note yourself.

Always get a signature upon delivery. If no one is present, note it down.

Afsenders kvittering M.U.	Dato 5/2/2025	Modtagers kvittering Customer
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Alle transporter udføres i henhold til CMR-loven (Bekendtgørelse af lov om internationale fragtaftaler af 9. september 1986). Særlig opmærksomhed henledes på CMR-lovens bestemmelser om begrænsning af erstatningsansvar ved bortkomst, forringelse, beskadigelse og forsinkelse samt den korte forældelsesfrist.

CMR

Example - Alex Andersen Ølund A/S

1 Original		DK250208137	
1 Afsender (navn, adresse, land) Absender (Name, Anschrift, Land) FlowerShop Blomstervej 12 DK 5000 Odense C		INTERNATIONALT FRAGTBREV INTERNATIONALER FRACHTBRIEF Denne transport er, uanset modstridende forbehold måtte være taget, undergivet reglerne i konventionen om fragtaftaler ved international godstransport ad landevej (CMR), jfr. lov af 10. marts 1965 om fragtaftaler ved intern. vejtransport. Disse Befordring underliegt trods en- gentteiligen Abmachung den Bestimmungen des Übereinkommens über den Beförderungsvertrag im Internationalen Strassengüterverkehr (CMR). I vognmandens krav på fragt i henhold til nuværende fragtbrev må modregning ikke finde sted. In der Frachtforderung des Fuhrunternehmers laut diesem Frachtbrief darf Gegenrechn, nicht stattfinden.	
2 Modtager (navn, adresse, land) Empfänger (Name, Anschrift, Land) HappyFlower Nokiavej 1 DK 8700 Horsens		16 Transportør (navn, adresse, land) Frachtführer (Name, Anschrift, Land) Alex Andersen Ølund A/S Logistikvej 25A DK 5250 Odense SV	
3 Varens leveringssted Auslieferungsort des Gutes Sted / Ort 8700 Horsens Land / Land DK		17 Efterfølgende transportør (navn, adresse, land) Nachfolgender Frachtführer (Name, Anschrift, Land)	
4 Sted og dato for varens overtagelse Ort und Tag der Übernahme des Gutes Sted / Ort 5250 Odense SV Land / Land DK Dato / Datum 05-02-2025		18 Transportørens forbehold og bemærkninger Vorbehalte und Bemerkungen des Frachtführers	
5 Vedlagte dokumenter Beigefügte Dokumente Trip no.: 1314324			
6 Mærke og nr. Kennzeichen und Nummer		7 Antal Anzahl	8 Emballeringsmåde Art der Verpackung
9 Godsets art Bezeichnung des Gutes		11 Bruttovægt i kg Bruttogewicht in kg	12 Rumfang i m³ Rauminhalt in m³
Plants 3 CC		FlowerShop - HappyFlower	
13 Afsenders instruktioner (told og andre formaliteter) Anweisungen des Absenders (Zoll und sonstige amtliche Behandlung)		19 Særlige aftaler Besondere Vereinbarungen	
14 Instruktion vedrørende betaling for transporten Frachtzahlungsanweisungen Collection 05-02-2025 Delivery 05-02-2025		23 Alex Andersen Ølund A/S M.U.	
21 Udfærdiget i Ausgefertigt in		24 Godset modtaget den Gut empfangen am	
22 FlowerShop (Afsendes underskrift og stempel) (Unterschrift und Stempel des Absenders)		23 Alex Andersen Ølund A/S M.U. (Transportørens underskrift og stempel) (Unterschrift und Stempel des Frachtführers)	
26 Reg. nr. på forvogn Amtl. Kennz. d. Kfz.		25 Grænseovergangssteder Grenzübergangsstellen	
20 Betales af Zu zahlen vom		28 Godset overtaget af efterfølgende transportør den Güter vom nachfolgenden Transporteur übernommen am	
27 Medvirkende speditør/Hilfsgewerbetreibende		29 Fri plads for fragtfører Nur vom Frachtführer auszufüllen	

Always sign the CMR yourself.

Always get a signature upon delivery. If no one is present, note it down.

Packaging Note

When delivering pallets to *Salling/Netto*, you must always receive a Packaging Note for the delivered pallets.

If a Packaging Note is not provided, the pallets must be exchanged on a 1:1 basis.

PACKAGING NOTE

Receiving Location : 9026 INDUSTRIBUEN 2 ISHØJ DK	Voucher Number : FPP Creation Date : Jan 27, 2025 12:30 Printout : Jan 27, 2025 12:31 TU No : 2012557539 TU License : 4039392345
Carrier : 1158910 ALEX ANDERSEN ØLUND A/S. LOGISTIKVEJ 25A ODENSE SV DK	 2012557539 Not valid for exchange Posted on carrier account
Signature : _____	

Voucher Number :	Item	Article Number	Article Description	Quantity	UOM
8000161382	001	357882	1/1 EURO PALLET	16	EA
8000161383	001	357996	1/2 EURO PALLET	4	EA

Always check that the number of delivered pallets matches the quantity on the Packaging Note, and ensure that no pallets are defective.

Good prerequisites

Before the trip starts

- ✿ It is a requirement that you show up well-groomed and in clean Alex Andersen workwear, as well as safety footwear.
- ✿ The transport planner has handed over and gone through the trip with you. The truck and trailer numbers **must** be noted.
- ✿ It is your **duty** as a driver to inform your transport planner if the registration number on the truck/trailer is incorrect on your trip documents and in the app. It is not enough to just change it in the app.
- ✿ The trailer must be clean and dry on the inside.
- ✿ The trailer must be preheated or cooled down to the correct temperature.
- ✿ Check the goods (packaging, items, condition, and labeling).
- ✿ If you find the goods incorrect somehow – take a picture in the app and add a comment to the delivery note, CMR or receipt and get the sender to sign.

Temperature setting - Flowers

- ✿ The plants you are transporting are highly sensitive to temperature and humidity. Therefore, ask your transport planner what temperature to set the cooling system to and, if applicable, where in the trailer to place the different plant varieties.
- ✿ As a general rule, potted plants should be transported at 14°C, and cut flowers at 5°C. This may vary depending on the outside temperature (summer/winter).
- ✿ For plants and flowers, especially those that are wet, there must be air circulation throughout the transport. Therefore, it is important to open the air in- and outtake.

Temperature setting - Cool Logistics

- ✿ Ask your planner what temperature you should set the cooling system to.
- ✿ Check and document (photo) the loading temperature with a note on the delivery note.
- ✿ Close the door, check the temperature setting, and start the cooling system.
- ✿ Check at each stop that the cooling system is working and the temperature is set correctly.
- ✿ Note the temperature, date, and time of unloading on the delivery note.
- ✿ Ensure there is air circulation.

Delivery

- ✿ On the report for loading and unloading and in the app (customer instructions/comments), there **may** be specific instructions on where to deliver (outside/inside) and if there is a code or key box at the recipient's location.
- ✿ Check under comments if it says 'App receipt.' If yes, the app must be filled out with the customer's signature. If no, the customer should receive a paper receipt, but the app must still be filled out.
- ✿ Unloading must be done in accordance with the instructions provided by the sender/transport planner.
- ✿ **ALWAYS** follow local signage and the customer's rules for traffic, parking, and safety.
- ✿ As a driver, you must always ensure that the recipient signs the CMR and take a picture of the signed waybill in the app when a sender's CMR is required.
- ✿ If a pallet is defective, it is important that you note where and which customer the defective pallet comes from, so the customer can be credited.

Cool Logistics

- ✿ When delivering pallets to *Salling/Netto*, you must always receive a Packaging Note from an employee for the number of pallets you are delivering.
- ✿ When delivering to *Dagrofa*, pallets must either be exchanged 1:1, or the quantity must be confirmed by signature on a tablet at *Dagrofa's* terminal. It is especially important to register any defective pallets and their origin.

Delays

- ✿ In case of a delay, contact the transport planner and inform them of the cause and the expected arrival time at the recipient.

Seals

- ✿ If your trailer is sealed with a metal or plastic seal, you must not break it until you are with the recipient (or possibly a customs officer). This also applies if you are missing an empty trailer on-site.
- ✿ If the seal is broken, we as the carrier may risk being held responsible for the goods – either for the number of items or the condition of the goods. This is usually very valuable cargo. The seal number is always noted in the transport document.

Injuries or accidents

Action card

Traffic accident – **call 112** – then follow the regular traffic regulations regarding accidents.

Workshop	0045 63 18 81 38
HR/Personal injury	0045 25 22 90 23
Cool Logistics Odense	0045 88 88 59 00
Transport Manager	0045 63 16 05 14
Export Odense	Contact your transport planner
Søften	0045 25 22 90 09
Greve	0045 52 34 14 20
Complaint	0045 63 18 81 18



Injuries or accidents

In case of damage, it is important that you follow the guidelines below and report the damage correctly. All damages must be documented with photos. This is a great help and strong evidence in the subsequent insurance claim.

All damage reports with photo documentation should either be submitted or sent to: **complaint@alex-andersen.dk**

Alternatively, you can also fill out our internal damage form, which you can find under Forms and complete in the Connecteam app.

Admit responsibility and report the incident.



#1 Motor Vehicle *Collision with counterpart:*

Fill out the International Damage Report with the following minimum information:

Registration number of the counterpart's vehicle.

The counterpart's insurance company.

Name of the counterpart.

Time and place of the accident.

Witnesses – obtain their names and phone numbers.

Description of the accident → photos.

Tip: If you disagree with the counterpart, you can note it in the damage report (section 14).



#2 Motor Vehicle *Other, including buildings, gates, gutters, etc.:*

Fill out the International Damage Report.



#3 Damage of Goods *Regardless of the cause:*

The International Damage Report and the Codan damage report are typically available in the truck.

Additionally, they are available in a printable version in the Connecteam app.

If you need a physical copy, you can obtain one from your transport planner or from Complaint.

Alternatively, you can also fill out our internal damage form, which you can find under Forms and complete in the Connecteam app.

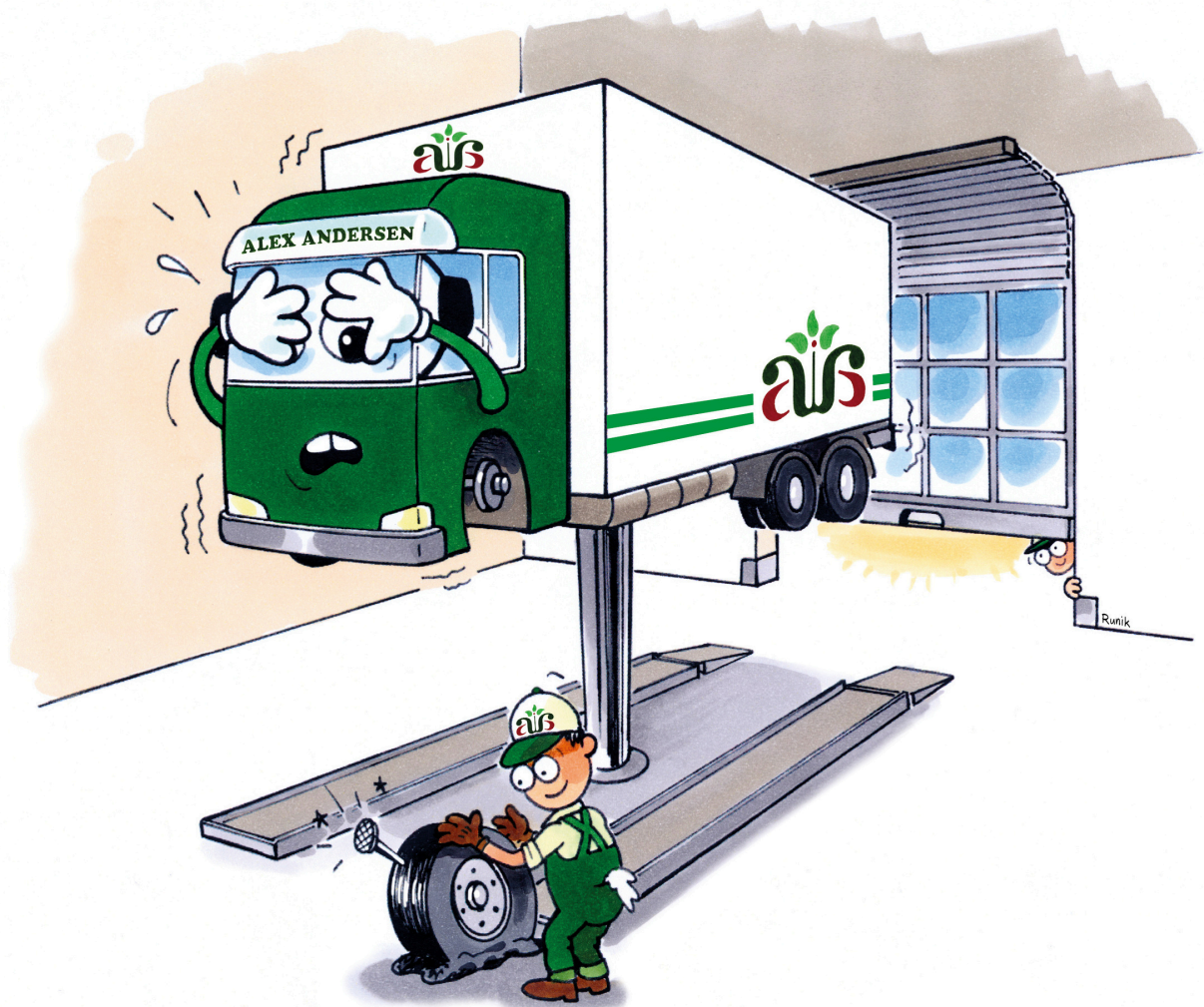


Any minor damages you may find before departure and after the trip, must be reported and documented with photos to: **garagedk@alex-andersen.com**

If the goods are improperly packed or unsafe, **YOU MUST** contact your planner.

Vehicle and equipment must be inspected before the trip begins and after completion – check the lift, refrigeration unit, any trailer, lights, tires, or damages.

All of our terminals are well-lit; otherwise, use a flashlight.



Workshop

At Alex Andersen Ølund's logistics center, we have a large workshop, washing hall, and inspection hall. These facilities allow the workshop to handle most tasks.

If you experience any issues with your assigned vehicle, it is important that you contact the workshop for assistance. All inquiries or questions should be directed to the workshop manager. **Remember, any faults or damages should be reported immediately** so they can be addressed before the next trip.

You must inspect the vehicle and equipment before you start your trip and after completing it. This includes checking lights, tires, lifts, and any damages that have not been reported yet.

All of our terminals are well-lit; if not, use a flashlight or something similar. Curtains are installed in the vehicle depending on the season.

Workshop phone number (24/7): **0045 63 18 81 38**

Mail: **garagedk@alex-andersen.dk**

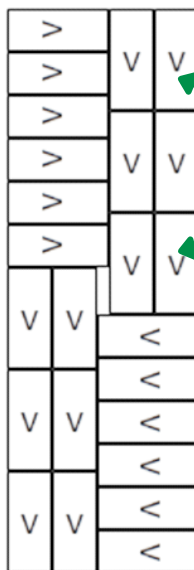
How to load containers

Truck with rear doors

49 CC

FRONT UNIT (24 CC)

Front



The "V" marks the direction of the container lock and thereby also the turn wheels.

89 ½ CC

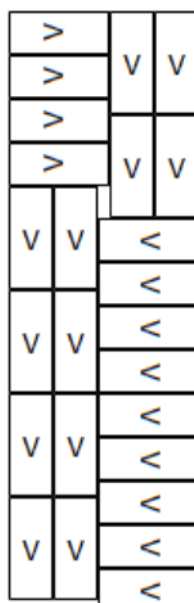
FRONT UNIT (43 ½ CC)

Front



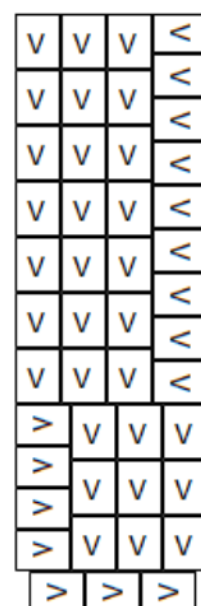
BACK UNIT (25 CC)

Front



BACK UNIT (46 ½ CC)

Front



Truck with lift

50 CC

FRONT UNIT (25 CC)

Front

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>	V	V
>		
>	V	V
V	V	<
		<
V	V	<
		<
V	V	<
		<
V	V	<
		<

92 ½CC

FRONT UNIT (46 ½CC)

Front

V	V	V	<
V	V	V	<
V	V	V	<
V	V	V	<
V	V	V	<
V	V	V	<
V	V	V	<
V	V	V	<
V	V	V	<
>	V	V	V
>	V	V	V
>	V	V	V
>	V	V	V
>	>	>	

BACK UNIT (25 CC)

Front

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>	V	V
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>	V	V
V	V	<
		<
V	V	<
		<
V	V	<
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BACK UNIT (46 ½CC)

Front

V	V	V	<
V	V	V	<
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V	V	V	<
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Trailer

CC

Front

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1/2CC

Front

[illegible]

- ✦ Read the **drivers manual** and watch the **video guides**
- ✦ Always wear **safety shoes** and appropriate workwear
- ✦ **Check and report** damages or missing material
- ✦ Clearly **follow the instructions** on the tripsheet and in the app
- ✦ Always **use the app**, at the stop
- ✦ Remember to **fill out packaging** - e.g. container, shelves and ext.
- ✦ Aim for changing containers and EUR pallets **1:1**
- ✦ **Never sign** on behalf of the customer
- ✦ When sender's CMR is required: **Always** upload a picture in the app of the **CMR** with the recipient's signature
- ✦ Always comply with your **driving- and rest periods**
- ✦ Inform planning department of any **delays or changes**
- ✦ Remember that you **represent Alex Andersen**, both at the customer and on the road

**Have a
nice trip!**

Drivers Manual: 2. 2025